

**REMARKS**

Claims 1-98 are pending in the application.

Claims 1-98 stand rejected.

Claims 1-2, 4-7, 12-13, 15-18, 23-24, 27-30, 35, 37-38, 41-47, 50-56, 59-63, 65-66, 69-71, 73-74, 77-79, 81-82, 85-87, 89-90 and 93-95 have been amended.

**Formal Matters**

Applicant wishes to thank the Examiner for the Examiner's insightful observations in response to Applicant's arguments provided in response to the foregoing final Office Action and Advisory Action. Applicant believes the amendments made herein are in harmony with the position expressed by the Examiner therein, as well as the currently-pending Office Action. In particular, Applicant respectfully submits that the present amendments provide the requested detail as to the claimed message and its formation, as recited variously in the claims.

**Rejection of Claims under 35 U.S.C. §102**

Claims 1-5, 7, 12-16, 18, 13-25, 27, 28, 30, 35-39, 41, 42, 44-48, 50, 51, 53-57, 59, 60, 62-67, 69, 70, 72-75, 77, 78, 80-83, 85, 86, 88-91, 93, 94 and 96-98 stand rejected under 35 U.S.C. §102(e) as being anticipated by Leong, et al., U.S. Patent No. 6,393,475 (Leong). In light of the amendments made to independent claims 1, 12, 23, 37, 46, 55, 65, 73, 81 and 89, incorporating limitations relating to the claimed customer relations management system information and the claimed other relations management system information, Applicant respectfully submits that the rejection of claims 1-5, 7, 12-16, 18, 13-25, 27, 28, 30, 35-39, 41,

42, 44-48, 50, 51, 53-57, 59, 60, 62-67, 69, 70, 72-75, 77, 78, 80-83, 85, 86, 88-91, 93, 94 and 96-98 are overcome.

*Rejection of Claims under 35 U.S.C. §103*

Claims 6, 8-11, 26, 17, 19-22, 29, 31-34, 40, 43, 49, 52, 58, 61, 68, 71, 76, 79, 84, 87, 92 and 95 stand rejected under 35 U.S.C. §103(a) as being unpatentable over Leong in view of Farrand, et al., U.S. Patent 5,309,563 (Farrand). As noted with regard to the rejection under 35 U.S.C. §102(e), Applicant again traverses this rejection in light of the amendments made to independent claims 1, 12, 23, 37, 46, 55, 65, 73, 81 and 89.

For example, independent claim 1 has been amended to recite:

1. An inter-module communication comprising:

a message, wherein

    said message comprises customer relations management system information and other customer relations management system information,  
    said customer relations management system information comprises at least one of agent information and work item information,  
    said agent information comprises information regarding an agent,  
    said work item information comprises information regarding a work item,  
    said other customer relations management system information is other than said agent information and said work item information,  
    said other customer relations management system information comprises at least one of a command, a request and a notification, and  
    at least a portion of said message is encoded in a markup language.

As will be appreciated, a much greater level of detail as to both the claimed customer relations management system information and the claimed other customer relations management system information is now recited, which is again in harmony with comments provided in response to Applicant's earlier-submitted arguments. As will be apparent from a review of the foregoing listing of claims, independent claims 12, 23, 37, 46, 55, 65, 73, 81 and 89 have been amended in a substantially similar manner. Moreover, various of the claims depending from amended independent claims 1, 12, 23, 37, 46, 55, 65, 73, 81 and 89 have been amended, both to conform to the amendments made to these independent claims, and to more clearly set forth the limitations of the claimed invention.

Moreover, Applicant submits that any combination of Leong and Farrand fails to show, teach or suggest the features recited in claim 1, as claim 1 has not only been amended to include certain limitations of claim 6, but additional limitations that further define the claimed message, the claimed customer relations management system information and the claimed other customer relations management system information, as well. Claim 1 now recites "other customer relations management system information [that] comprises at least one of a command, a request and a notification ...."

Applicant respectfully maintains that Farrand, like Leong, has nothing whatsoever to do with a customer relations management system or customer relations management system information. Farrand is concerned with a computer-implemented method for transferring command messages between a system manager for a computer system and an associated network operating system. *See Abstract.* Applicant is unable to identify (and the Office Action fails to specify) any part of Farrand that teaches "other customer relations management system

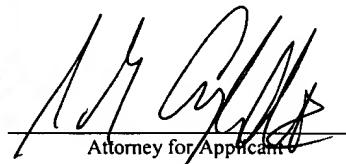
information [that] comprises at least one of a command, a request and a notification,” as claimed in claim 1, as well as the other independent claims.

Accordingly, Applicant submits that amended independent claim 1 clearly distinguishes over Leong and Farrand, taken alone or in any permissible combination. Applicant submits that these arguments apply with equal force to amended independent claims 12, 23, 37, 46, 55, 65, 73, 81 and 89. Applicant therefore respectfully submits that amended independent claims 1, 12, 23, 37, 46, 55, 65, 73, 81 and 89 are allowable for at least the foregoing reasons. Moreover, Applicant respectfully submits that claims 2-11, 13-22, 24-36, 28-45, 47-54, 56-64, 66-72, 74-80, 82-88 and 90-98, which depend from claims 1, 12, 23, 37, 46, 55, 65, 73, 81 and 89, are also allowable for at least the foregoing reasons. Accordingly, Applicant respectfully submits that claims 1-98 are now in condition for allowance.

**CONCLUSION**

In view of the amendments and remarks set forth herein, the application is believed to be in condition for allowance and a notice to that effect is solicited. Nonetheless, should any issues remain that might be subject to resolution through a telephonic interview, the Examiner is invited to telephone the undersigned at 512-439-5084.

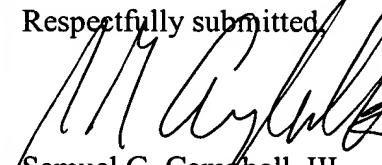
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4/12/06  
Date of Signature

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